PUBLIC GRIEVANCES COMMISSION
(Govt. of NCT of Delhi)
M-Block, Vikas Bhawan, IP Estate, New Delhi – 110110
Tel. No. 011-23379900, 23379901, Fax No. 011-23370903
Website : www.pgc.delhigovt.nic.in E-mail :pgcdelhi@nic.in

Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.97

Date of hearing: 05.11.2026

Complainant	:	Smt. Sunita,
Respondent	:	Deputy Commissioner Shahadara North Zone,
Grievance No.	:	PGC/2025/MCD/52

1. **Brief facts of the complaint**

Smt. Sunita has filed a grievance in PGC regarding release of pensionary benefits of her deceased husband who was working as Safai Karamchari, Ward No. 216(239), Shahadara North Zone, Municipal Corporation of Delhi and died on 25.09.2020.

2. **Proceedings in the Public Grievances Commission**

2.1 The PGC has convened 16th hearing in the matter on 05.11.2026 wherein the following was present :

Complainant	:	Absent
Respondent	:	Sh. Mukesh Garg, DEMS/ Shahadara North Zone

3. **Relevant facts that emerged during the hearing :**

3.1 Shri Mukesh Garg from Shahadara North Zone was present in the hearing and submitted a status report stating that :

"प्रस्तुत Grevance No.PGC/MCD/52 के द्वारा अवगत किया जाता है कि स्वर्गीय श्री मुकेश S/O स्वर्गीय श्री प्यारेलाल वार्ड संख्या 216/29E का Non Metric वह एरियर व 1st MACP का भुगतान दिनांक 01-01-2006 TO 30-06-2015 राशि- 2,60,226 को किया जा चुका है। जिसकी प्रतिलिपि साथ संलग्न कर दी गई है!

और कर्मचारी को 2ND MACP लगाने के लिए कर्मचारी की फाईल विचाराधीन है।"

3.2 **Neither anyone was present from the DMC Co-Operative Thrift & Credit Society Ltd. nor any status report was submitted. This has been viewed adversely by the Commission.**

4. **Recommendations of the PGC**

4.1 Asstt. Commissioner, Shahadara North Zone is advised to take necessary action for release of other pending dues of the complainant and **also clarify the date of regularization of the deceased husband of the complainant.** An Action Taken Report in the matter be submitted in the Commission on the next date of hearing.

4.2 Deputy Commissioner, Shahadara North Zone, Municipal Corporation of Delhi is advised to ensure that remaining benefits of the complainant are released without further delay. An Action Taken Report in the matter be submitted in the Commission on the next date of hearing.

4.3 President, DMC Co-Operative Thrift & Credit Society Ltd. Is advised to take note of the instant matter and para 2 above. He is further advised to take necessary action for release of the deposit amount to the complainant, as per Rules and remain personally present in the Commission on the next date of hearing.

4. **Next Date of Hearing** : 16.12.2026 at 11.30 A.M.

(R.P.UPADHYAYA), IPS (RETD.)
MEMBER

No. PGC/2025/MCD/52/ 12751-754 Dated : 13/11/26

To:

1. Deputy Commissioner, Shahadara North Zone, Municipal Corporation of Delhi, Zonal Office Building, Keshav Chowk, Near Welcome Metro Station, Seelam Pur, Delhi – 110053

2. Asstt. Commissioner, Shahadara North Zone, Municipal Corporation of Delhi, Zonal Office Building, Keshav Chowk, Near Welcome Metro Station, Seelam Pur, Delhi – 110053 (9667775557)

3. President, DMC Co-operative Thrift & Credit Society Ltd., City SP Zone, Old Hindu College Building, Kashmere Gate, Delhi - 110006

Copy for information to :

Mrs. Sunita, W/o Late Sh. Mukesh, R/o A-63, MCD Flats, New Usmanpur, Delhi – 110053. (9643336536)